

## Aids and adaptations

We are committed to helping our more vulnerable tenants by providing aids and adaptations to help tenants live independently in their homes.

There are two types of adaptations:

- A minor adaptation includes a grab rail, white lining to external steps, additional lighting etc. A full list of minor adaptations can be provided upon request. You can request a minor adaptation by calling our customer services team on 0300 303 8030 or by filling in our on-line below. Minor adaptations are funded by PHA.
- A major adaptation includes a stair lift or level shower. If you require a major adaptation you will need to be assessed by an occupational therapist. You can register for an assessment by telephoning Adult Social Care on 0300 1234131 or please click [here](#) to download. Once you've filled it out, please send it to the address on the form. Please note that major adaptations are funded by Cornwall Council via a Disabled Facilities Grant which is means tested. As a result, you will be asked to provide financial information.



Aids and adaptations information leaflet

Further information about our Aids and Adaptations procedure is published in our information leaflet. This is also available in reception by calling our customer services team.

We also have a 'contractor's code of conduct'. Click [here](#) to read it. Contractors are the people that do the work and this code of conduct tells you how they will behave towards you, and in your home, and how they will do the work. If you would like this in hardcopy or large print, please contact us and we will arrange to send this out to you.



[Aids and adaptations: minor works assessment](#)